

The University of Exeter Online Student Statement

Overview

You can track the finances of your student account by viewing your online student statement.

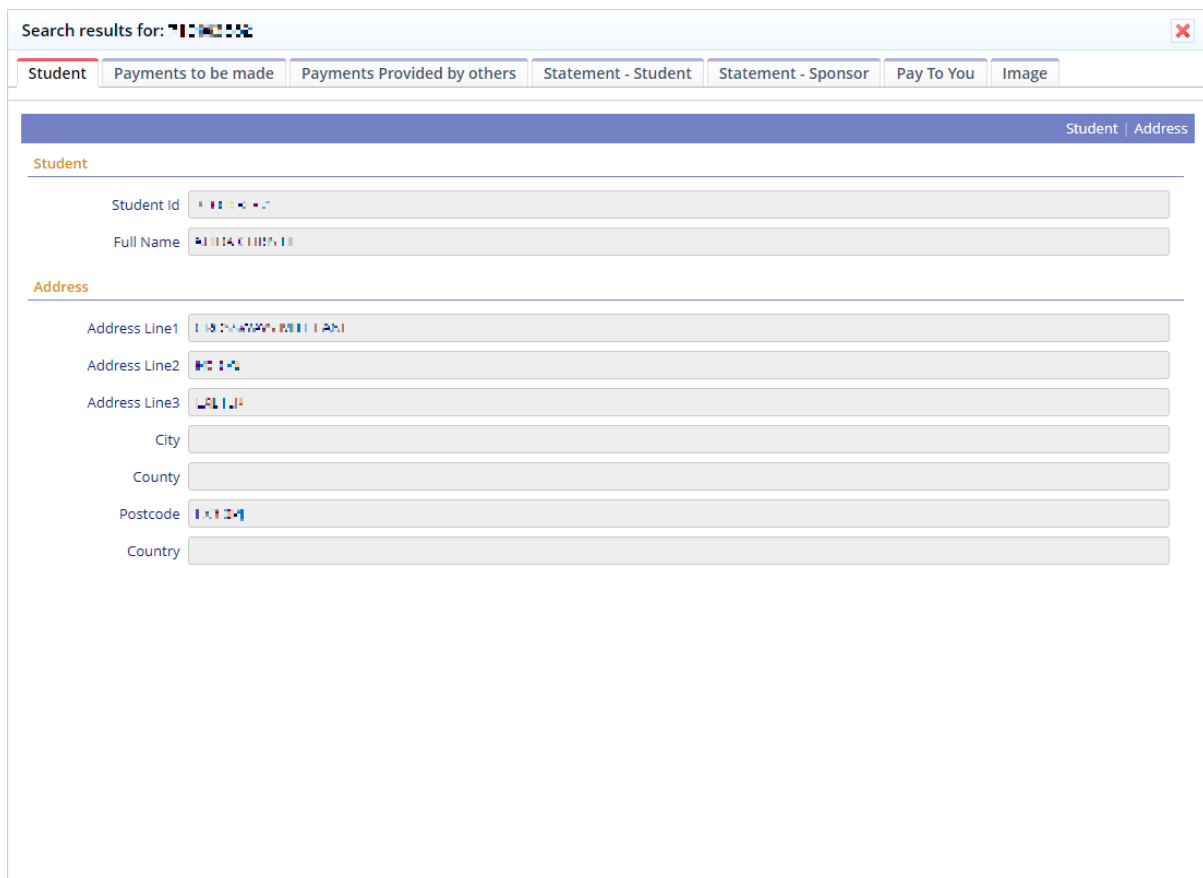
Your online statement lists the fees for your course, accommodation, and all other charges, as well as payments that have been made to your account plus any sponsorships or discounts.

Access and guidance

This document will explain the basic details of the student statement, as well as the most useful tabs and how to navigate the student statement.

To access your student statement, log into [iExeter](#) and access the Student Record System (SRS). From here, you can access the finance section and view your student statement.

When you log into your student statement, you will see the following:



The screenshot shows a web interface for a student statement. At the top, there is a search bar with the text "Search results for: [redacted]". Below the search bar is a navigation menu with several tabs: "Student", "Payments to be made", "Payments Provided by others", "Statement - Student", "Statement - Sponsor", "Pay To You", and "Image". The "Student" tab is currently selected. Below the navigation menu is a header bar with "Student | Address" on the right. The main content area is divided into two sections: "Student" and "Address". The "Student" section contains two input fields: "Student Id" with the value "1000000000000000" and "Full Name" with the value "ALICE CLIBB, A". The "Address" section contains several input fields: "Address Line1" with the value "1000000000000000", "Address Line2" with the value "1000000000000000", "Address Line3" with the value "1000000000000000", "City", "County", "Postcode" with the value "1000000000000000", and "Country".

The 'Student' tab will display an overview of your details, including student ID, full name, and address. No financial information is displayed here.

Payments to be made

Search results for: ██████████

Student **Payments to be made** Payments Provided by others Statement - Student Statement - Sponsor Pay To You Image

Payments to be made

search... View current year as PDF Group By Term No Grouping

Due Date	Term	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments made
14/11/2022		Tuition Fees Term 1	£2,188.00	£0.00	£2,188.00
23/01/2023		Tuition Fees Term 2	£2,187.00	£0.00	£2,187.00

Total: 4375.00

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The 'Payments to be made' tab shows what payments are currently outstanding on your account.

In the above example, this student has term 1 and term 2 tuition fees that have not yet been paid. The total amount outstanding is displayed at the bottom of the page, showing that the student needs to pay £4,375 in total.

The due dates for these payments are 14/11/2022 for the term 1 tuition fee and 23/01/2023 for the term 2 tuition fee.

It is important to pay all fees by the due date to avoid penalties such as late fees. We recommend making payment at least 5 days before the due date. This will provide sufficient time for the payment to be received and processed on our system.

The 'Original amount/Payment amount' column shows how much the invoices are for. The 'Amount Paid' column shows if any payments have already been made. In the above example, the 'Amount Paid' for these invoices is £0 so no payments have been made towards the invoices. The 'Balance to be paid/Payments made' column shows how much of the invoice is currently outstanding.

To summarise:

- 'Original amount/Payment amount' shows the total amount for the invoice
- 'Amount paid' shows how much has been paid already and allocated to the invoice
- 'Balance to be paid/Payments made' shows how much remains outstanding

Search results for: ██████████

Student **Payments to be made** Payments Provided by others Statement - Student Statement - Sponsor Pay To You Image

Payments to be made

search... View current year as PDF Group By Term No Grouping

Due Date	Term	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments made
14/11/2022		Tuition Fees Term 1	£2,188.00	£0.00	£2,188.00
15/11/2022		Tuition receipt WPM Openpathw...	-£2,188.00	£0.00	-£2,188.00
23/01/2023		Tuition Fees Term 2	£2,187.00	£0.00	£2,187.00

Total: 2187.00

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What happens when a payment is made?

In the above example, the student has made a payment towards their term 1 tuition fee. They have paid the full amount of £2,188 on 15/11/2022. Credits on an account will show as a negative number, so the payment is listed in the invoice column as a 'receipt' of -£2,188.00.

Our finance system will automatically allocate payments within 24 hours. In this example, the payment will be allocated to the term 1 tuition fee.

Once a fee is fully paid...

Search results for: ██████████

Student **Payments to be made** Payments Provided by others Statement - Student Statement - Sponsor Pay To You Image

Payments to be made

search... View current year as PDF Group By Term No Grouping

Due Date	Term	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments made
23/01/2023		Tuition Fees Term 2	£2,187.00	£0.00	£2,187.00

...it is removed from the 'Payments to be made' tab. It is not removed from the student statement entirely and can still be seen on the 'Statement – Student' tab, but we will cover this later.

The 'Total' at the bottom of the screen has also updated, to reflect that the total outstanding amount to be paid has now decreased to £2,187.

Let's look at a more complex example of payments and how they are allocated towards invoices:

Search results for: ██████████

Student Payments to be made Payments Provided by others Statement - Student Statement - Sponsor Pay To You Image

Payments to be made

search... View current year as PDF Group By Term No Grouping

Due Date	Term	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments made
14/11/2022		Rowe House Room X309 Term 1 ...	£2,443.84	£0.00	£2,443.84
23/01/2023		Rowe House Room X309 Term 2 ...	£2,443.84	£0.00	£2,443.84
15/05/2023		Rowe House Room X309 Term 3 ...	£1,200.10	£0.00	£1,200.10

Total: 6087.78

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Here we see that the student's account has no tuition fee invoices, but three accommodation invoices, for terms 1, 2 and 3. For accommodation fees, the 'invoice' description will be the room number and term. The student then proceeds to make several payments:

Search results for: ██████████

Student Payments to be made Payments Provided by others Statement - Student Statement - Sponsor Pay To You Image

Payments to be made

search... View current year as PDF Group By Term No Grouping

Due Date	Term	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments made
14/11/2022		Accommodation fees receipt WP...	-£2,443.84	£0.00	-£2,443.84
14/11/2022		Rowe House Room X309 Term 1 ...	£2,443.84	£0.00	£2,443.84
14/11/2022		Accommodation Deposit - Payme...	-£150.00	£0.00	-£150.00
14/11/2022		Accommodation Deposit - Payme...	-£150.00	£0.00	-£150.00
23/01/2023		Rowe House Room X309 Term 2 ...	£2,443.84	£0.00	£2,443.84
15/05/2023		Rowe House Room X309 Term 3 ...	£1,200.10	£0.00	£1,200.10

They have paid £2,443.84 to cover their term 1 accommodation fee, as well as £300 for their accommodation deposit, made in 2 payments of £150. Again, these payments are showing as negative numbers, and will be allocated to the outstanding fees automatically:

Search results for: [ID]

Student **Payments to be made** Payments Provided by others Statement - Student Statement - Sponsor Pay To You Image

Payments to be made

search... View current year as PDF Group By Term No Grouping

Due Date	Term	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments made
23/01/2023		Rowe House Room X309 Term 2 ...	£2,443.84	£300.00	£2,143.84
15/05/2023		Rowe House Room X309 Term 3 ...	£1,200.10	£0.00	£1,200.10


Total: 3343.94

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The payment of £2,443.84 has been allocated to the term 1 fee of £2,443.84, clearing it entirely and removing it from this tab. The deposit payment of £300 has been allocated to the term 2 fee of £2,443.84. This has not paid the term 2 fee in full, and thus there is still £2,143.84 to be paid for term 2.


Please note that Payments will always be allocated in date order, starting with the most recent due date. In this example, as the amounts were the same, the payment was allocated to the term 1 invoice.

Statement – Student

Search results for:  ✕





[Student](#)
[Payments to be made](#)
[Payments Provided by others](#)
[Statement - Student](#)
[Statement - Sponsor](#)
[Pay To You](#)
[Image](#)

Statement of account - Student

[View current year as PDF](#)
[View all years as PDF](#)


Academic year

2022/23 ✕ ▼

Academic year	Due Date	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments r
 2022/23	14/11/2022	Tuition Fees Term 1	£2,188.00	£2,188.00	£0.00
 2022/23	15/11/2022	Tuition receipt WPM Openpathw...	-£2,188.00	-£2,188.00	£0.00
 2022/23	23/01/2023	Tuition Fees Term 2	£2,187.00	£2,187.00	£0.00
 2022/23	17/02/2023	Tuition receipt WPM Openpathw...	-£2,187.00	-£2,187.00	£0.00

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Whilst the 'Payments to be made' tab only shows outstanding fees, the 'Student – Statement' tab shows all fees and payments that have been received for the academic year. This can be helpful to see information about payments and fees that are no longer listed as outstanding, such as when they were paid and how much was paid. As the entries are listed in date order, it can be a very convenient way of seeing the history of your student account.

In the above example, we can see that the student has been charged 2 fees for the 2022/23 academic year and has since made 2 payments. The 'Balance to be paid' shows £0 for all entries, meaning that there are no outstanding fees and no unallocated credits – the account is fully paid with nothing outstanding.

This tab will show fees, payments, and reductions that have been made on your account. Reductions will be shown as a negative figure much like payments. Such reductions can arise due to a scholarship or discount, a withdrawal/interruption from studies, or another adjustment to your account. A scholarship of £2,000, for example, will result in a reduction of £2,000 being shown on the 'Statement – Student' tab; this is because the scholarship will pay for this £2,000, meaning the amount you will need to pay will be reduced by £2,000.

Statement – Sponsor

Search results for: [User ID]

Student Payments to be made Payments Provided by others Statement - Student **Statement - Sponsor** Pay To You Image

Statement of account - Sponsor

search... View current year as PDF View all years as PDF

Academic year
2022/23

Academic year	Due Date	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments n
2022/23	26/10/2022	Tuition Fees [SLC student support number]	£9,250.00	£0.00	£9,250.00

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What happens when you don't have to pay part, or all, of your fees?

What happens when you have a sponsorship, scholarship, student loan, or a discount? As you won't be paying these fees, they won't be listed under the 'Payments to be made' tab, as this only shows payments that you are required to make. They will instead be listed under the 'Statement – Sponsor' tab.

In the above example, the student has a loan from the Student Loans Company (SLC). Their fees will be covered in full by this loan, so their 'Payments to be made' tab will show no outstanding payments. Their 'Statement – Student' tab will also show no information, as they have not made any payments. Instead, we can see under the 'Statement – Sponsor' tab that there is an invoice of £9,250. This is an invoice for the SLC, and not the student (for SLC invoices, the 'invoice' description will always be "Tuition Fees [SLC student support number]").

Once the SLC makes a payment...

Search results for: [User ID]

Student | Payments to be made | Payments Provided by others | Statement - Student | **Statement - Sponsor** | Pay To You | Image

Statement of account - Sponsor

search... View current year as PDF View all years as PDF

Academic year: 2022/23

Academic year	Due Date	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments n
2022/23	21/10/2022	SLC Tuition Fee Receipt 2020/21	-£2,312.50	£0.00	-£2,312.50
2022/23	26/10/2022	Tuition Fees	£9,250.00	£0.00	£9,250.00

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...It will be listed under this tab. Here, we can see the SLC paid £2,312.50 (listed as a negative). Within the next 24 hours, the university's finance system will automatically allocate the payment...

Search results for: [User ID]

Student | Payments to be made | Payments Provided by others | Statement - Student | **Statement - Sponsor** | Pay To You | Image

Statement of account - Sponsor

search... View current year as PDF View all years as PDF

Academic year: 2022/23

Academic year	Due Date	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments n
2022/23	21/10/2022	SLC Tuition Fee Receipt 2020/21	-£2,312.50	-£2,312.50	£0.00
2022/23	26/10/2022	Tuition Fees	£9,250.00	£2,312.50	£6,937.50

...so that the payment of £2,312.50 is allocated to the invoice for £9,250, leaving £6,937.50 outstanding.

It is worth noting that, unlike the 'Payments to be made' tab, invoices and payments are not hidden once they have been fully paid and fully allocated. The 'Statement – Sponsor' tab functions much like the 'Statement – Student' tab in that it lists all transactions, even if they have been fully paid and fully allocated.

Search results for: [Barcode]

Student | Payments to be made | Payments Provided by others | Statement - Student | **Statement - Sponsor** | Pay To You | Image

Statement of account - Sponsor

search... View current year as PDF View all years as PDF

Academic year: 2022/23

Academic year	Due Date	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments n
2022/23	21/10/2022	SLC Tuition Fee Receipt 2020/21	-£2,312.50	-£2,312.50	£0.00
2022/23	26/10/2022	Tuition Fees [Barcode]	£9,250.00	£9,250.00	£0.00
2022/23	28/01/2023	SLC Tuition Fee Receipt 2020/21	-£2,312.50	-£2,312.50	£0.00
2022/23	17/05/2023	SLC Tuition Fee Receipt 2020/21 ...	-£4,625.00	-£4,625.00	£0.00

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Once all payments have been received from the SLC and allocated to the SLC's invoice, this student's account will be paid in full, with £0 balance to be paid.

This process applies for all sponsorships, scholarships, and discounts. If you are only partially sponsored, or if your scholarship or discount only covers part of your fees, you will have entries on both the 'Payments to be made' (the fees charged to you) and 'Statement – Sponsor' (the fees that are being covered) tabs. As an example:

Search results for: [Barcode]

Student | Payments to be made | Payments Provided by others | Statement - Student | **Statement - Sponsor** | Pay To You | Image

Statement of account - Sponsor

search... View current year as PDF View all years as PDF

Academic year: 2022/23

Academic year	Due Date	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments n
2022/23	14/11/2022	Tuition Fees 108463-G-00-1030-2...	£1,082.00	£0.00	£1,082.00
2022/23	14/11/2022	Tuition Fees 108463-G-00-1135-2...	£1,082.00	£0.00	£1,082.00

This student has a scholarship for £2,164, split into 2 payments of £1,082 (one half for term 1, one half for term 2). This scholarship, however, does not cover the student's fees in full:

Search results for: ██████████

Student | **Payments to be made** | Payments Provided by others | Statement - Student | Statement - Sponsor | Pay To You | Image

Payments to be made

search... View current year as PDF Group By Term No Grouping

Due Date	Term	Invoice	Original amount / Payment amount	Amount Paid	Balance to be paid / Payments made
14/11/2022		Tuition Fees Term 1	£2,164.00	£1,082.25	£1,081.75
23/01/2023		Tuition Fees Term 2	£2,163.00	£1,081.75	£1,081.25

The student is being charged a total of £4,327 for this academic year. The scholarship has reduced their fees – the ‘amount paid’ reflects this – but there is still an outstanding amount of £2,163 that the student must pay.

Queries

Should you have any queries relating to the statement after reading through this document or would like more in-depth information, please contact [SID](#).

FAQs

“There are no outstanding fees on my account but there is a negative figure showing as outstanding. What does this mean?”

This indicates that there is an overpayment on your account. A payment is shown as a negative figure on the student statement, so if there is an outstanding negative figure this means that there are no further fees for the payment to be allocated to, and the payment is currently sitting on your account as a credit.

Outstanding credit can either be left on your account to be allocated towards any future fees, or refunded back to you. If you would like to request a refund, please raise an enquiry through SID online.

“What does a fee highlighted in red mean?”

This indicates that the fee has not been paid in full by the due date.

“I’ve made a payment, but it isn’t showing on my student statement. Where is the payment?”

Payments can sometimes take a few days to reflect on the university’s finance system. If a payment is not showing on the statement after a week, please raise an enquiry through SID online and attach evidence of the payment, such as a remittance document, so that the finance operations team can investigate further.

“I don't think the allocation of my payments is correct, can this be fixed?”

In some cases our automated allocation system allocates payments incorrectly. This can be easily rectified; please raise an enquiry through SID so that the finance operations team can correct the allocation.